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## Summary -- Admin Staff, FBIS

Perceptions:

RECD services are rated fair-to-poor on Key/Ames support.

25X1 HOME parking support is fair, but situation  may be beyond their control.

Overall impression: FBIS Logs has an excellent track record, but FBIS components don't have the same respect for OL components (that provide services/support). "Generally, it's the supply end that gets the negative image. Carpeting was one sore spot. P&PD received specific commendation for professionalism and responsiveness." Overall, impression is favorable.

Specific problems:

25X1 ✓ "It's frustrating living in Key Bldg and dealing w/GSA. What can be done to improve GSA services? How can we get things done through

✓ There's an inordinate delay in making renovations in Key/Ames. "It takes over a year to modify space." 8th Floor modifications of Ames not completed.

25X1 ✓ 25 parking spaces for JPRS  not resolved. "It appears every Agency facility has free parking except JPRS" -- and that parking policy is "inconsistent and that JPRS is being discriminated against."

25X1  Takes almost 1/2 to 2/3 day to make roundtrip between Rosslyn

✓ There's no storage space for furniture in Key. Furniture to be exchanged or PTI'd must be put in corridors.

✓ Building elevators have timing problems and don't operate properly. Are out of service for a day or more.

How improve:

✓ Improve procurement process to meet greater percentage of required dates and to give status of interdepartmental procurements.

✓ Make ICS suspense listing available to logs officers monthly.

✓ Expand contract architects working for RECD to do A&E work.

✓ Expand the number of stock items in Key supply room.

✓ Improve furniture pickup of PTI items. Since Key & Ames have no storage space for furniture, give them higher priority support.

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Admin Stf/FBIS Summary (cont'd)

✓ Give FBIS/OL contracting officer larger delegation of authority to contract for more FBIS programs (including PC purchase for London Bureau).

25X1 ✓ Establish limited number of express buses from Rosslyn direct

✓ Reduce paperwork to the minimum needed and process it uniformly.

Additional svcs/support:

✓ In future leased buildings, arrange for bulk-storage space for equipment/furniture awaiting installation/pickup.

✓ Possible services of P&PD composers at FBIS as FBIS proceeds into production automation.

Tighten leasing arrangements; require landlords to be more responsive.

✓ Functions needing explanation: HOME vs RECD responsibilities.

How communicate better:

✓ More newsletters like the (HQ Logistics Notes) "on other subjects that suddenly are of great interest to the general populous."

25X1 ✓ Tours of selected facilities such as P&PD "to help remove some of the mystery."

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